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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Confirmation No.:
Michael W. Brown et al. : 3123
Serial No.:10/005,828 : Group Art Unit:2643
Filed: 12/3/2001 : Intellectual Property
Title: Expert Hold Queue Management : Law Department
: International Business
: Machines Corporation
: 11400 Burnet Road
: Austin, Texas 78758

January 30, 2002

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner of Patents, Washington, D. C. 20231 on January 29, 2002

Martha Acosta

1/30/2002

Martha Acosta

Date

NOTICE TO FILE CORRECTED APPLICATION PAPERS
SUBSTITUTE DRAWINGS IN COMPLIANCE WITH 37 CFR 1.84
TRANSMITTAL OF FORMAL DRAWINGS

Assistant Commissioner of Patents
Washington, D. C. 20231
Sir:

In response to the PTO request dated 1/4/2002. requesting the Notice to File Corrected Application Papers.

Please substitute the attached formal drawings (6) for the informal drawings.

Should there be any comparison or other fee involved in the substitution of the drawings, kindly charge Deposit Account No. 09-0451. A duplicate copy of this document is attached in the event the deposit account is charged.



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Respectfully submitted,

By



Cynthia S. Byrd

Registration No. 39,365

Intellectual Property Law Dept.

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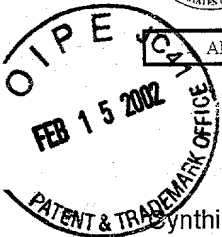
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
10/005,828	12/03/2001	Michael Wayne Brown	AUS920010948US1

CONFIRMATION NO. 3123

FORMALITIES LETTER



OC000000007268374

Synthia S. Byrd
International Business Machines Corporation
Intellectual Property Law Department
11400 Burnet Road
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Date Mailed: 01/04/2002

NOTICE TO FILE CORRECTED APPLICATION PAPERS

Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - Drawings must be reasonably free from erasures and must be free from alterations, overwritings, interlineations, folds, and copy marks.

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center
Initial Patent Examination Division (703) 308-1202
PART 1 - ATTORNEY/APPLICANT COPY

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